

1. How does department leadership systematically review performance, relative to the strategic plan measures?
 - ◆ Quarterly reviews
 - ◆ Review Action Plans
 - ◆ Some review by Division
 - ◆ Some review Graphic measures of results
 - ◆ If a 3 Quarter negative trend – Take corrective action
 - ◆ Have a Dashboard on Internet
 - ◆ Use MS Project 2002 - strategies through action plans & outputs
 - ◆ Monthly e-mail to 40 people, top through middle, with key measures.
 - ◆ Intranet, scorecards, operational timelines for data
 - ◆ "Product Owners" provide data
 - ◆ Standard graphs
2. How is leadership communicating the strategic plan to all department employees?
 - ◆ Internet
 - ◆ Intranet
 - ◆ Supervisors ask about it
 - ◆ Newsletter
 - ◆ Posted in individual divisions
 - ◆ Information and feedback to all staff
 - ◆ Include front line in planning
 - ◆ Sections ID top five priorities
 - ◆ Senior staff traveling to field offices to relay plan
 - ◆ Surveying employees for understanding of plan
 - ◆ Include in new employee orientation
3. How is your department tying the strategic plan to individual performance management?
 - ◆ Action plans have responsibility (names).
 - ◆ Individual accountability to plan identified
4. What process improvements have you made as a result of the strategic plan?
 - ◆ ID Projects
 - ◆ Eliminate, consolidate, automate
 - ◆ Stretch targets - major improvement teams
 - ◆ I.S. projects have to impact strategic goals
5. Do you see positive or negative trends in your results? (How is MO doing?)
 - ◆ Prison population decreasing
 - ◆ Air quality increasing - St. Louis
 - ◆ Water Quality decreasing
 - ◆ Energy consumption increasing
 - ◆ Post secondary education enrollment increasing